

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Anil Kumar Annadata, Wai Hong Pak, Rohit Bedi
 Assignee: Siebel Systems, Inc.
 Title: SYSTEM AND METHOD FOR MULTI-CHANNEL COMMUNICATION QUEUING USING ROUTING AND ESCALATION RULES
 Serial No.: 09/895,456 Filed: June 29, 2001
 Examiner: Benny Quoc Tieu Group Art Unit: 2642
 Docket No.: SBL0012US

11/01/2005 SSITHIB1 00000018 502306 09895456

Austin, Texas
 October 28, 2005

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MAIL STOP RCE
 COMMISSIONER FOR PATENTS
 P.O.BOX 1450
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REQUEST FOR CONTINUED EXAMINATION (RCE)

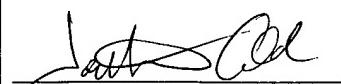
Dear Sir:

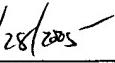
This is a Request for Continued Examination (RCE) under 37 C.F.R. § 1.114 of the above-identified application. Please consider and enter the Preliminary Amendment, which is being submitted with this request.

The RCE fee required under 37 C.F.R. § 1.17(e) is authorized in an accompanying transmittal letter. Applicants respectfully request issuance of a Notice of Allowance in light of the Preliminary Amendment which accompanies this RCE.

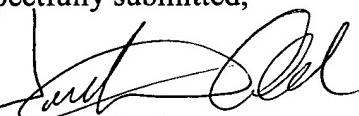
Please contact the undersigned attorney with any questions concerning this request or the above-identified patent application.

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on October 28, 2005.


 Attorney for Applicant(s)


 Date of Signature
 10/28/2005

Respectfully submitted,


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